



The Pipeline

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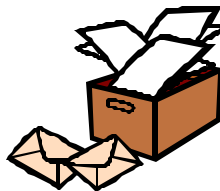
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Time Changes Tools of the Trade

Editor's Note:
*Jean Kendell,
Staff Assistant to
the Executive
Director of the
Office of Human Resource
Management, plans to retire Dec. 31. In
the article below, she reflects on
technological advances during her state
government career.*



There have been lots of changes in technology in my 31 years of state service — including the very meaning of the word technology.

In my first state job, to better understand the agency, I worked some as a file clerk in the records room at the Department of Child Welfare. At that time, technology meant our “elevator tub files” --- large rotating bins of index cards with client information typed on a manual typewriter or handwritten. Case information was mailed from the local office to be filed in the client records. Statistical records were taken from supervisors’ typed monthly reports, which were written on onionskin paper, with carbon copies, and maintained in three-ring binders, together with pages of handwritten names and numbers.

At its most sophisticated level, technology in those days meant trays of keypunch cards that were hand-carried to the Department of Finance for processing on a mainframe computer.

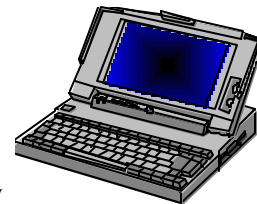
Later, after five departments were merged into the Cabinet for Human Resources, technology in my job at the Division of Management Systems meant new, computer-assisted personnel and payroll systems, the beginning of an integrated client tracking system, magnetic tapes rather than punched cards, and a cow bell sitting on the conference table to ring whenever an unknown acronym was used.

We designed, developed, and implemented a Title XX reporting system in 1975. The new process relied on paper forms and printed lists of error messages, both sent through the mail.

We moved into the CHR Building in 1977. Technology still meant fixed-function terminals available only at certain locations. District Data Center staff (in Frankfort and across the state) keyed data from manually completed forms, and information was available only from 8 a.m. to 4:30 p.m. Monday through Friday.

It took years and untold heartache to evolve technologically to desktop computers, word processing, electronic mail, networks and related features, all available 24 hours a day, seven days a week.

TWIST is now operational, the network is fully functional, laptop computers are fairly standard pieces of equipment, and individuals are frustrated when the system is down or takes more than 30 seconds to respond!



All that is part of what we now mean by “technology” — a far cry from the manual typewriters, crinkly onionskin and carbon-smudged fingertips the word evoked 31 years ago.

One thing hasn’t changed, though. Even the fastest, snazziest technological tool is still just that, a tool. The human service tasks we use technology to accomplish are basically the same as they were 31 years ago.

For a reminder of that fact, I need look no farther than my own family. My husband and I adopted two of the Cabinet’s foster children, who have given me great joy and a passion to understand and improve the Cabinet’s policies and practices — using, among other resources, our ever-evolving technology.

State Christmas Tree Lighting



Governor and Mrs. Paul E. Patton and Lt. Governor and Mrs. Stephen L. Henry, M.D., invite everyone to join them at the annual State Christmas Tree Lighting on Monday, Dec. 3. The lighting will be conducted on the front steps of the State Capitol Building at 6:30 p.m. The Frankfort Christmas Parade will follow this event.

For an official invitation log on to: <http://gov.state.ky.us/christmastree2001.jpg>

Open House for the Holidays

Lt. Governor and Mrs. Stephen L. Henry invite you to the annual State Government Employee Open House on Dec. 13 from 1 – 4:30 p.m. at the Old Governor's Mansion, 420 High Street.

Governor and Mrs. Paul E. Patton invite you to the annual State Government Employee Open House on Dec. 11 from 1 – 4:30 p.m. at the Governor's Mansion.

In the spirit of the season, canned goods will be accepted at both of these events for distribution to the needy.

CFC Surpasses Last Year's KECC Total

By Anya Armes Weber, CFC Communications

Congratulations to CFC for surpassing last year's cabinet contribution to the Kentucky Employees Charitable Campaign.

This year, we gave KECC a statewide total of \$137,440. That's 104.5 percent of last year's total -- \$131,461. The 2001 total raises the bar for next year's fund drive.

Thanks to CFC's state KECC Coordinator, Bonnie Cox; the Quality Central planning committee; and all who gave to the KECC charities.

Helpful Web Sites



FamilyEducation.com, The Learning Network Parent Channel, can be found at the following internet address: <http://familyeducation.com/home/>

Launched in 1996 as the first parenting site on the Web, FamilyEducation is geared toward parents who are involved, committed, and responsive to their families' needs. Parents can find practical guidance, grade-specific information about their children's school experience, strategies to get involved with their children's learning, free e-mail newsletters and idea exchanges, in addition to fun and entertaining family activities. As the site states, "We empower learners of all ages to reach their full potential." If you need a dose of empowerment on the family education front, here is the perfect starting place.

A Message for Travelling Employees



By Teresa Suter, Executive Director, Office of Human Resource Management

Due to budgetary constraints, training participants will be expected to share rooms when lodging is required for all training events effective January 1, 2002. All lodging, both direct-billed and reimbursed through a travel voucher, will need to be double-occupancy. Any other accommodation will be at the expense of the employee. We are sorry for any inconvenience.

All employees submitting lodging requests that are direct-billed through the Training Records Information System (TRIS) will automatically be assigned an appropriate roommate, if a roommate has not been identified on the TRIS1 Form.

We appreciate your cooperation in this matter.

Deputy Secretary Sends Thanks

By Timothy Jackson, Deputy Secretary



I want to personally thank each of you for your leadership of the 2001 Kentucky Employees Charitable Campaign. Due to your extraordinary effort, this was a record-breaking year for CFC. A total of \$137,440 was given by our staff across the state-- that's 104.5% of last year's amount! It is gratifying to know that CFC staff, who are the strongest advocates for Kentucky's vulnerable families, have tangibly demonstrated this commitment to those less fortunate.

Again this year, the Northern Kentucky Region led the way in pledge form participation with 98% of the staff giving! The Kentucky River Region finished second with 81% participating. Northern Kentucky also won the state-wide award for "Most Enthusiastic Campaign." Congratulations to Melanie Wilson and her dedicated crew!

The Big Sandy Region also repeated as the "Most Improved" region. The region gave \$16,269--a 217% increase over last year! Congratulations to Polly Spencer and everyone in Big Sandy!

Finally, as always, special thanks to our state coordinator, Bonnie Cox, whose leadership was, as it is every year, the key to our success. Thanks, Bonnie.

Again, thanks to all of you for a job well done! Let's "get rolling" for 2002!!

The Basic Principles of Professional Behavior:

1. Preserve the integrity of others.
2. Practice active listening.
3. Involve others in problem solving.
4. Be accountable for your actions



"We are what we repeatedly do. Excellence, then, is not an act, but a habit." --- Aristotle

If you know someone who continually radiates the values projected by EAL, we want to know. Send items to: [<mailto:jean.kendell@state.ky.us>](mailto:jean.kendell@state.ky.us)